



DEPARTMENT OF THE NAVY

NAVAL FACILITIES ENGINEERING COMMAND
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IN REPLY REFER TO

Canc: February 2002

NAVFACNOTE 11103

HSG-BH

12 February 2001

NAVFAC NOTICE 11103

From: Commander, Naval Facilities Engineering Command

Subj: BACHELOR HOUSING ACCREDITATION PROGRAM (BHAP) PROCEDURES
AND STANDARDS

Ref: (a) OPNAVINST 11103.6 of 21 May 96
(b) MIL-HDBK-1036A of 6 August 1997, Design Standards for Bachelor Housing
(c) Assistant Secretary of Defense Memorandum, DoD Lodging Program Standards of 1 SEP 99
(d) OPNAVINST 11103.1B of 20 March 1997
(e) DoD 4165.63-M of 30 SEP 93, Housing Management
(f) DoD Instruction 1015.12 of 30 October 1996, Lodging Program Resource Management
(g) MIL-HDBK-1008C of 10 June 1997, Fire Protection for Facilities Engineering, Design and Construction
(h) Americans with Disability Act Accessibility Guidance (ADAAG)
(i) Uniform Federal Accessibility Standards
(j) DoD 7000.14-R Volumes 1-15, DoD Financial Management Regulations
(k) OPNAVINST 6250.4B of 27 August 1998

Encl: (1) Bachelor Housing Accreditation Program (BHAP) Procedures
(2) Accreditation Standards for Commands Operating Bachelor Quarters Housing
(3) Accreditation Standards for Commands Operating Visiting Quarters Housing

1. Purpose. To provide procedures and standards for the calendar year 2001 BHAP.

2. Discussion.

a. Reference (a) established the Navy BHAP to promote excellence in Bachelor Housing (BH) management and assigned the NAVFACENGCOM Bachelor Housing Program Management Office (BHPMO) responsibility for:

(1) Publishing the Admiral Zumwalt Award Program administration procedures.

(2) Developing and maintaining accreditation standards and criteria that will encompass a two year designation period. Disseminating those standards via instruction or notice to all BH and major claimants.

(3) Arranging for the presentation of the calendar year 2001 award to all Zumwalt winners.

b. References (b) through (k) contain current guidance and policies directing the operation of BH.

c. The BHAP recognizes those commands that, based on customer expectations, exceed the minimum standards for service, facilities and amenities. Commands receiving Three, Four and Five Star accreditations provide their guests and residents with levels of service, comfort and security beyond the minimums required by DoD and DoN. Zumwalt Award winners represent the ultimate military lodging and housing operations. Their guests and residents are assured of exceptional facilities and first-rate service.

Three Star operations provide clean, comfortable, well-maintained rooms with a variety of amenities to ensure enjoyable stays for their guests. Service is timely, friendly and competent. Equipment and procedures are in place to ensure safety and security.

Four Star operations provide all of the attributes of the Three Star level while showing noticeable enhancements in décor, amenities and service. The facilities and grounds are attractive, clean and well-maintained. The staff is friendly, competent and knowledgeable about the BH, base and local area. They place a priority on outstanding service.

Five Star operations are the ultimate in military BH hospitality. The facilities and grounds are very attractive, impeccably clean and professionally maintained. The amenities are equal to or better than those provided by top quality residence halls or mid-grade commercial hotels. The staff is extremely knowledgeable and professional, providing exceptional service to all residents and guests.

There may be a perception that, since the BHAP rates operations from Three to Five Stars, a Three Star rating is the worst. In fact, many operations are not even considered for accreditation because they cannot meet the minimum standards. A Three Star

operation can take great pride in the fact that it is better than one-half of Navy BH properties worldwide.

Once achieved, based on the onsite validation, the Three, Four or Five Star accreditation is retained for two years. A request for a higher accreditation level may be made annually.

d. In order to maintain the quality and credibility of the program, commands are expected to maintain the standards throughout the two year accreditation period.

e. Three, Four or Five Star accreditations are determined and presented by the major claimant.

f. As stated in reference (a), activities will receive the Secretary of the Navy's Admiral Elmo R. Zumwalt Award for Excellence in Bachelor Housing if:

(1) Both Bachelor Quarters (permanent party) and Visiting Quarters (transient) operations are validated as achieving a Five Star accreditation; or

(2) When operating only Bachelor Quarters (permanent party), Bachelor Quarters operations are validated as achieving a Five Star accreditation; or

(3) When operating only Visiting Quarters (transient), Visiting Quarters operations are validated as achieving a Five Star accreditation.

3. Action. Enclosures (1) through (3) are provided to assist Navy BH activities, major claimants, and NAVFACENGCOM in the execution of the 2001 BHAP.



R. D. DUTTON
Director Bachelor Housing

Subj: BACHELOR HOUSING ACCREDITATION PROGRAM (BHAP) PROCEDURES
AND STANDARDS

Distribution:

All Commanding Officers operating Bachelor Housing

CINCLANTFLT (N467)

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CINCUSNAVEUR (CNEN73)

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Bachelor Housing Accreditation Program (BHAP) Procedures

1. Eligibility

a. All commands with host responsibility for Bachelor Housing (BH) are eligible to participate in the BHAP. As stated in reference (a), this program does not apply to quarters designated for Recruits, Navy Military Training Units (NMTU), Transient Personnel Units (TPU), Distinguished Visitor Quarters (DVQ) or Flag Officer Quarters.

b. Navy BH operations that are tenants of other Service installations but are funded and operated by the Navy, may participate.

c. The following prerequisites must be met prior to participation:

(1) All commands operating nonappropriated billeting funds must have had a NAVFAC Lodging Program Review within the current fiscal year or follow-up review within the twelve months prior to the NAVFAC validation visit. The NABF Lodging Program Review performed by NAVFAC BHPMO audit personnel must have documentation of corrective action. If the NAVFAC staff is unable to conduct this review, this requirement will be met by the most recent review.

(2) The BH adheres to all DoD and Navy Equal Employment Opportunity (EEO) guidance.

d. Commands will be evaluated within the following categories:

(1) Bachelor Quarters (BQ) operations will be rated using the standards in enclosure (2). A Three, Four or Five Star accreditation will be assigned as appropriate.

(2) Visiting Quarters (VQ) will be rated using the standards in enclosure (3). A Three, Four or Five Star accreditation will be assigned as appropriate.

(3) BQ and/or VQ operations will be assigned the appropriate accreditation that is indicated by the number of standards met.

(4) If both BQ and VQ operations achieve a Five Star rating the command will be awarded the Admiral Elmo R. Zumwalt Award for Excellence in Bachelor Housing. Commands operating only Bachelor Quarters or only Visiting Quarters that achieve a

Enclosure (1)

Five Star accreditation will be awarded the Admiral Elmo R. Zumwalt Award.

e. The goal is for this program to be applied to regional commands. Recognizing that regionalization is not standardized throughout the Navy for the 2001 cycle, Regional Commanders in conjunction with Major Claimants will make the decision whether to request accreditation as a region, or for specific sites, in their nomination letters. Commands already consolidated as directed by OPNAVNOTE 5450 will be accredited as the new command only.

2. Accreditation Procedures

a. All activities must participate in the accreditation process. The minimum level of participation will be to complete and submit a self-assessment of their performance against the standards contained in enclosures (2) and (3).

b. Self assessments will be completed and submitted to the Major Claimant. If the self-assessment indicates a Three, Four or Five Star accreditation is warranted (i.e., all basic standards and a sufficient number of Star Standards are met), include a request for accreditation. Self assessments and requests for accreditation will be forwarded to reach the Major Claimant BH representative by 1 June 2001.

c. Commands not meeting the prerequisites and all Basic Standards will not be considered for accreditation.

d. Based on the most current internal review or NAVFAC Lodging Program Review, an activity will be disqualified given evidence of inappropriate use of any fund sources.

e. Major claimants will validate requests for accreditation based on the activity self-assessment and a current site visit.

(1) If accreditation is not supported, the major claimant representative, at the conclusion of the site visit, will advise the activity.

(2) If accreditation is supported, the major claimant will issue the appropriate Three, Four or Five Star accreditation. To ensure recognition of commands receiving accreditation at the annual Zumwalt Award presentation, Major Claimants must notify the BHO of all accreditations by official correspondence no later than 15 November 2001.

Enclosure (1)

(3) The major claimant will forward nominations for Zumwalt awards to reach the NAVFACENGCOM BHPMO no later than 1 August 2001.

f. The BHPMO will coordinate site validations for activities nominated for Zumwalt awards.

(1) The BHPMO will assign site validation team members and schedule the site validations.

(2) Site validations will be coordinated with Major Claimant BH representatives.

g. At the completion of the site validation, the Major Claimant BH representative will brief the Commanding Officer.

h. Within ten working days after completing a site validation, the validation team will forward a written report of the overall evaluation to the BHPMO. A copy of the report will be provided to Major Claimant BH representatives.

i. All site validation visits and reports will be completed no later than 30 November 2001.

Accreditation Standards for Commands Operating Bachelor Quarters Housing

1. Mark each standard to indicate compliance.
 2. All basic standards must be met for accreditation at any level.
 3. Three Star Accreditation is achieved when 66-70 of the standards, including all 65 basic standards are met.
 4. Four Star Accreditation is achieved when 71-78 of the standards, including all 65 basic standards are met.
 5. Five Star Accreditation is achieved when 79-83 of the standards, including all 65 basic standards are met.
- Note: For purposes of this checklist, a "suite" consists of a full size living room and full size bedroom.
- Note: If a particular standard is not required/met due to BH configuration, credit will be given.

Bachelor Quarters Basic Standards			
	Facility Standards	Yes	No
1.	Buildings and grounds are well maintained and free of debris. BH supplies and equipment are properly stored out of the view of guests and residents. Landscaping is well groomed and maintained. (Ref. c)		
2.	There is an effective pest control program. (Ref. k)		
3.	Room categories meet DoD Minimum Standards of Adequacy for privacy, room size and bathroom configuration. (Refs. d & e)		
4.	Facility mechanical systems are generally reliable and provide designed comfort and convenience to guests and residents.		
5.	Lighted or reflective directional signs are provided from each gate to the registration desk. (Ref. b)		
6.	Adequate site lighting is provided in all parking lots, walkways, entries and recreation facilities. (Ref. b)		

Bachelor Quarters Basic Standards			
	Facility Standards (cont.)	Yes	No
7.	Automobile parking is provided for 70% of residents, excluding "A" School and recruits. (Ref. b)		
8.	Sufficient paved motorcycle parking is provided for residents. (Ref. b)		
9.	Sufficient secure, weather protected, conveniently located bicycle parking is provided for residents. (Ref. b)		
10.	Reserved parking is provided near the front desk for resident check-in and check-out. (Ref. b)		
11.	Bachelor Housing staff parking is located away from the front desk area.		
12.	Interior and exterior signage is clear, attractive, and professional in appearance. (Ref. b)		
13.	Floor coverings are in good condition with no evidence of fraying, stains, or damage.		
14.	Wall and ceiling coverings (e.g. paint and topical treatments) are clean and well maintained with no evidence of chipping, cracking, peeling, or embedded dirt.		
15.	All installed emergency lighting, to include emergency exit signs, is operable. (Refs. b & g)		
16.	Fire alarm systems and portable extinguishers have been certified by the fire department or a designated certified representative. (Ref. g)		
17.	Fire drills are conducted and documented for all residents at least annually. (Ref. g)		
18.	Hardwired smoke detectors, complying with DoD and local regulations, are installed in each sleeping area (Refs. b & g)		

Enclosure (2)

Bachelor Quarters Basic Standards			
	Facility Standards (cont.)	Yes	No
19.	All building exits are clearly marked. (Refs. b, g, h & i)		
	Common Area Standards		
20.	The reception desk and lobby area present a quality mid-grade commercial lodging appearance.		
21.	Common areas, including hallways, throughout the BH complex, have a tasteful, pleasant décor. (Ref. b)		
22.	All areas visible to customers are clean and orderly (includes the business office).		
23.	One washing machine and two dryers for every six residents (unless physically constrained) are conveniently located. Laundry machines are clean and in working order or a trouble call has been initiated with follow up documented. (Ref. b)		
24.	All laundry rooms have at least one folding table and clothes hanging rack/rod (Ref. b)		
25.	Washers and dryers are reserved for residents' use only (no use by the BH staff).		
26.	Multi-purpose spaces are carpeted or have decorative floor covering, well decorated, provide adequate comfortable seating based on usage, and provide large screen color TV (excludes Welton Becket module lounges). (Ref. b)		
27.	Snack and drink machines are provided. (Ref. b)		
28.	Change for vending machines is readily available.		
29.	All furnishings are clean and in good condition (lounges and lobbies).		
	Room Standards		
30.	A secondary locking device, such as a dead bolt lock or night latch, is installed on room entry doors. (Ref. b)		

Enclosure (2)

Bachelor Quarters Basic Standards			
	Room Standards (cont.)	Yes	No
31.	Room entry doors have one way viewers. (Ref. b)		
32.	Emergency evacuation route instructions, complying with DoD and local regulations, are attractively framed or photo engraved and mounted on all room exit doors including those doors that exit to parking lots, open areas, etc.		
33.	Fifty percent or more of the total resident rooms inventory have all interior walls covered (no exposed CMU) and a project(s) exist(s) to cover the remainder. (Ref. b)		
34.	All furnishings, appliances and accessories are clean, attractive and in good operating condition.		
35.	Furnishings replacement utilizes the whole room concept. This means that all furniture matches and that all carpeting, wall coverings and window coverings are complimentary. Each room is arranged to permit the resident to move freely from one area of the room to another, unimpeded by furnishings.		
36.	Telephone jacks are installed one per person. (overseas exempt). (Ref. b)		
37.	Cable TV jacks are installed one per room (overseas exempt). (Ref. b)		
38.	A refrigerator is provided in each room or suite. (Ref. b)		
39.	A full length mirror is mounted in each room (one per suite). (Ref. b)		
40.	Trash cans, residential in nature, are provided in each room. If metal, they are not dented and do not show signs of rust. Appropriate sizes are approximately 8-13 quarts for bathrooms and 13-28 quarts for living areas.		

Enclosure (2)

Bachelor Quarters Basic Standards			
	Room Standards (cont.)	Yes	No
41.	Ironing boards with steam irons are available for check-out or built into the laundry room (wall units).		
42.	Bed linens are provided on check in. The basic check in allowance includes: 1 mattress pad, 1 blanket, 1 bedspread coordinated with the whole room concept, 2 sheets, 1 pillow and 1 pillowcase (for single beds), 2 pillows and 2 pillowcases (for double or larger beds).		
43.	An accurate, user-friendly information package is provided to each resident to include: emergency and other phone numbers, disaster procedures, BH house rules, base history, base facilities hours of operation, resident services provided and base information.		
	Service Standards		
44.	Message service is provided.		
45.	The staff's appearance is clean, neat, and professional including a name tag for each person.		
46.	<p>All staff members consistently display a positive, professional attitude, making guests and residents feel welcome by offering assistance and additional information. Front desk personnel:</p> <ul style="list-style-type: none"> • Greet and welcome all residents in a cheerful, appropriate manner. • Acknowledge approaching residents even if serving another. • Answer phones promptly (normally within three rings) in a courteous, friendly manner. • Do not place callers on hold without asking. • Do not leave callers on hold longer than one minute. • Use resident's name and rank whenever possible. • Are knowledgeable about BH, base and local services. 		

Bachelor Quarters Basic Standards			
	Service Standards (cont.)	Yes	No
47.	Check-in service: <ul style="list-style-type: none"> • Check-in is completed in a prompt, efficient manner. • Uses resident's name and rank at least once. • Does not verbally announce resident's room number. 		
48.	Check-out service: <ul style="list-style-type: none"> • Check-out is completed in a prompt, efficient manner. • Uses resident's name and rank at least once. • Solicits feedback from the resident about the quality of their housing experience. 		
49.	The BH manager is responsive to the residents, their needs and their recommendations. Examples of this include regular attendance at quarterly advisory board meetings where BH issues are addressed, responses to resident comments and suggestions, and action taken on suggestions and requests.		
	Management Standards		
50.	There is a system in place to accept, report and monitor trouble calls at the front desk. (Ref. c)		
51.	There is evidence of an effective training program based on observation of the BH staff. A well-trained staff is knowledgeable about the base, the BH and their specific duties. Trained personnel perform their duties with confidence and provide exceptional customer service. Personnel training is documented and maintained by the BH organization.		
52.	The BH operation is actively participating in the Performance Plus Program as verified by receipt and display of the Bronze Pineapple Plaque and a review of the training records. Active participation includes setting goals, a training needs assessment, training conducted based on the assessment, progress measurement and personnel certifications.		

Bachelor Quarters Basic Standards			
	Management Standards (cont.)	Yes	No
53.	There is an effective key control system in place. All master keys and master key cards are logged out/in and inventoried on a daily basis. Master keys do not leave the BH property. Inventory of all mechanical card room keys conducted at least three times per week.		
54.	Key markings are coded and do not reveal building or room numbers.		
55.	The data contained in the property management system is accurate. Data to be reviewed includes: resident's name, rank, SSN, command and phone number.		
56.	Building Managers display a good working knowledge of their area of responsibility, condition of rooms and furnishings, and trouble call status.		
57.	There is an installed, operational PBMSS system, which contains current data in the following areas, QOL for room standards, furniture and amenities, Facility Condition Index, staff training, BQ room occupancy and cost per night stay.		
58.	The BH Manager maintains copies of the BH portion of the AIS and BASREP and is knowledgeable about current condition of facilities.		
59.	There is a separation of duties to ensure checks and balances (e.g. purchasing/receiving). (Ref. j) Letters of authority reflect the required separation of duties and the appointment of personnel.		
60.	BH management monitors and documents contractor/supplier's performance. (Ref. j)		
61.	The BH Manager maintains a copy of furnishings inventories and is knowledgeable about current condition of furnishings.		

Bachelor Quarters Basic Standards			
	Management Standards (cont.)	Yes	No
62.	The following reports are current, accurate, and available: Utilization Plan, Utilization Report, DBHR (R-19), R-21. (Refs. d & e)		
63.	There is a long-range strategic plan (5-7 years) that includes: furnishings, equipment and linen replacement, building maintenance, special projects and MILCON projects. (Ref. f)		
64.	The BH Manager participates in the long-range facilities planning process.		
65.	BH customer satisfaction interviews convey positive results (conducted by validation team onsite).		

Total of Basic Standards: 65

If all Basic Standards are met, continue to the Star Standards.

Bachelor Quarters Star Standards			
	Common Area Standards	Yes	No
66.	The BH complex offers alternative community rooms such as quiet rooms, telephone rooms, community kitchens or computer rooms, etc.		
67.	Outdoor recreation amenities are convenient to the BH complex. Examples include: gazebos; picnic tables with barbecue grills; and sand volleyball pits.		
68.	Laundry detergent vending machines are available in the BH complex.		
69.	Vending areas offer ice dispensers.		
70.	Vending areas offer hot or microwaveable food and a microwave oven.		
71.	Vending areas offer an adequate number of conveniently located tables and chairs (based on usage of the area and if practical). (Ref. b)		
	Room Standards		
72.	Room entry doors have a card key system (mechanical or electronic) installed. (Ref. b)		
73.	100% of the resident rooms inventory have all interior walls covered (no exposed CMU). (Ref. b)		
74.	All rooms are furnished under the whole room concept and seven year replacement cycle. This means that all furniture matches and that all carpeting, wall coverings and window coverings are complimentary. Resident rooms are arranged to permit freedom of movement from one area to another unimpeded by furnishings.		
75.	Sufficient surfaces and/or shelving are available in lavatory areas for convenient placement of personal toiletries.		

Bachelor Quarters Star Standards			
	Service Standards	Yes	No
76.	Activities with outlying buildings provide transportation to move guests and residents from reception to their rooms.		
	Management Standards		
77.	The BH operation has been awarded the Silver Pineapple Plaque for participation in the Performance Plus program.		
78.	The BH Manager is responsive to employees, their needs and their recommendations. This includes a written procedure for collecting employee feedback. Discussions with employees confirm the usefulness and responsiveness of the system.		
79.	There is an active recognition program for the staff. An active program includes established criteria and rewards. Evaluation and selection take place on a regular (monthly/quarterly) basis.		
80.	There is an active recognition program for the residents. An active program includes established criteria and rewards. Evaluation and selection take place on a regular (monthly/quarterly) basis.		
81.	The BH participates in the basewide recycling program, if a basewide program exists. Recycling collection points are centrally located within, or adjacent to, the BH complex.		
82.	Service contract administration is effective: specifications are accurate and current; cognizant staff know contract provisions; contractor performance is monitored and documented.		

Bachelor Quarters Star Standards			
	Management Standards (cont.)	Yes	No
83.	One Star bonus point may be added if the BH operation has been awarded the Gold Pineapple Plaque for participation in the Performance Plus program or, at the validation team's discretion, for truly innovative, cost-effective items or services which directly effect the quality of life for residents and guests and/or significantly reduce the cost of operations while maintaining service and quality of life.		

Total of Star Standards: _____

Total of Basic Standards: 65

Grand total: _____

Enclosure (2)

Accreditation Standards for Commands Operating Visiting Quarters Housing

1. Mark each standard to indicate compliance.
2. All basic standards must be met for accreditation at any level.
3. Three Star rating is achieved when 96-100 of the standards, including all 95 basic standards are met.
4. Four Star rating is achieved when 101-112 of the standards, including all 95 basic standards are met.
5. Five Star rating is achieved when 113-119 of the standards, including all 95 basic standards are met.

Note: For purposes of this checklist, a "suite" consists of a full size living room and full size bedroom.

Note: If a particular standard is not required/met due to BH configuration, credit will be given.

Visiting Quarters Basic Standards			
	Facilities Standards	Yes	No
1.	Buildings and grounds are well maintained and free of debris. BH supplies and equipment are properly stored out of the view of guests. Landscaping is well groomed and maintained (Ref. c)		
2.	There is an effective pest control program. (Ref. k)		
3.	Room categories meet DoD Minimum Standards of Adequacy for privacy, room size and bathroom configuration. (Refs. d & e)		
4.	Facility mechanical systems are generally reliable and provide designed comfort and convenience to guests and residents.		
5.	Lighted or reflective directional signs are provided from each gate to the registration desk. (Ref. b)		
6.	Adequate site lighting is provided in all parking lots, walkways, entries and recreation facilities. (Ref. b)		
7.	Automobile parking is provided for 70% of guests. (Ref. b)		

Enclosure (3)

Visiting Quarters Basic Standards			
	Facility Standards (cont.)	Yes	No
8.	Reserved parking is provided near the front desk for guest check-in and check-out. (Ref. b)		
9.	Bachelor Housing staff parking is located away from the front desk area.		
10.	Signage is clear, attractive, and professional in appearance (both interior and exterior). (Ref. b)		
11.	Floor coverings are in good condition with no evidence of fraying, stains or damage.		
12.	Wall and ceiling coverings (e.g. paint and topical treatments) are clean and well maintained with no evidence of chipping, cracking, peeling or embedded dirt.		
13.	All installed emergency lighting, to include emergency exit signs, is operable. (Refs. b & g)		
14.	Fire alarm systems and portable extinguishers have been certified by the fire department or a designated certified representative. (Ref. g)		
15.	Hardwired smoke detectors, complying with DoD and local regulations, are installed in each sleeping area (Refs. b & g)		
16.	All building exits are clearly marked. (Refs. b, g, h & i)		
17.	Spaces that are open to the public, civilian staff, visitors, and residents are wheelchair accessible. (Refs. b, h & i)		
Common Area Standards			
18.	The reception desk and lobby area present a quality mid-grade commercial lodging appearance.		

Enclosure (3)

Visiting Quarters Basic Standards			
	Common Area Standards (cont.)	Yes	No
19.	Common areas, including hallways, throughout the BH complex, have a tasteful, pleasant décor. (Ref. b)		
20.	All areas visible to customers are clean and orderly (includes the business office).		
21.	A telephone for official calls (DSN, FTS or long distance) and a phone directory are conveniently available.		
22.	One washing machine and two dryers for every fifteen guests are conveniently located unless physically constrained due to the age of the building and its design. Laundry machines are clean and in working order or a trouble call has been initiated with follow up documented. (Ref. b)		
23.	All laundry rooms have at least one folding table and clothes hanging rack/rod unless physically constrained due to the building design. (Ref. b)		
24.	Washers and dryers are reserved for guests' use only (no use by the BH staff).		
25.	Laundry detergent is available for sale in the BH complex.		
26.	Multi-purpose spaces are carpeted or have decorative floor covering, well decorated, provide adequate comfortable seating based on usage, and provide large screen color TV (excludes Welton Becket module lounges). (Ref. b)		
27.	Snack and drink machines are provided in vending areas. (Ref. b)		
28.	Change for vending machines is readily available.		

Enclosure (3)

Visiting Quarters Basic Standards			
	Common Area Standards (cont.)	Yes	No
29.	Ice dispensers/ice makers are conveniently located. (Ref. c)		
30.	All lobby and lounge furnishings are clean and in good condition.		
	Room Standards		
31.	A secondary locking device, such as a dead bolt lock or night latch, is installed on room entry doors. (Ref. b)		
32.	Room entry doors have one way viewers. (Ref. b)		
33.	Emergency evacuation route instructions, complying with DoD and local regulations, are attractively framed or photo engraved and mounted on all room exit doors, including those doors that exit to parking lots, open areas, etc.		
34.	Fifty percent or more of total guest rooms inventory have all interior walls covered (no exposed CMU) and a project(s) exist(s) to cover the remainder. (Ref. b)		
35.	Furnishings replacement utilizes the whole room concept. This means that all furniture matches and that all carpeting, wall coverings and window coverings are complimentary. Each room is arranged to permit the guest to move freely from one area of the room to another, unimpeded by furnishings.		
36.	All furnishings, appliances and accessories are clean, attractive and in good operating condition.		
37.	Quality, framed wall art, in keeping with the whole room concept, is provided and professionally mounted.		
38.	Telephone, with message service, is provided in each room with local and installation directories. (Ref. c)		

Enclosure (3)

Visiting Quarters Basic Standards			
	Room Standards (cont.)	Yes	No
39.	One 19" minimum, color TV with remote control and basic cable service is provided in each room or suite. A VCP/VCR may be substituted for cable where the cable service is not available. (Ref. c)		
40.	A refrigerator is provided in each room or suite. (Ref. b)		
41.	A microwave oven is provided in each room or suite.		
42.	A full length mirror is mounted in each room (one per suite). (Ref. b)		
43.	Trash cans, residential in nature, are provided in each room. If metal, they are not dented and do not show signs of rust. Appropriate sizes are approximately 8-13 quarts for bathrooms and 13-28 quarts for living areas.		
44.	One hair dryer is provided in each private or semi-private (shared bath configuration) bathroom.		
45.	Commercial quality facial tissues and toilet paper are provided in each room. (Ref. c)		
46.	Removable clothes hangers (wood or sturdy plastic) are provided in each room with a closet 5 per bed, minimum of 2 with trouser/skirt clips, per resident/multiple occupancy rooms. (Ref. c)		
47.	Full size ironing board and steam iron are provided in each room (one per suite). (Ref. c)		
48.	Disposable laundry bags are provided in each room.		

Enclosure (3)

Visiting Quarters Basic Standards			
	Room Standards (cont.)	Yes	No
49.	Minimum bed linens provided per bed include: 1 mattress pad, 1 hotel grade blanket, 1 bedspread coordinated with the whole room concept, 2 sheets, 1 pillow and pillowcase (for single beds), 2 pillows and pillowcases (for double and larger beds). (Ref. c)		
50.	Minimum bath linens provided per bed include: 1 bath towel (minimum 27x50 in., 6 lb./dz.) 1 hand towel, 1 washcloth, 1 cloth bath mat. (Ref. c)		
51.	Personal amenities are provided in each room to include one 1.25 or 1.5 oz. bar of deodorant soap and one .75 oz. bar of facial soap, one 1 oz. bottle of hand lotion, one 1 oz. bottle of shampoo and one 1 oz. bottle of hair conditioner per person. All amenities will be of commercial, mid-grade hotel quality.		
52.	Personal amenities are available at the front desk or in-room on check-in including: razors with a wrapped, capped or covered blade; shaving cream; toothbrush; a .75 oz. tube of toothpaste; mouthwash; feminine hygiene products; deodorant; shower cap; comb; and sewing kit.		
53.	A clock radio, set to the correct time, is provided in each room (one per suite and one per occupant in multiple occupancy rooms). (Ref. c)		

Enclosure (3)

Visiting Quarters Basic Standards			
	Room Standards (cont.)	Yes	No
54.	A basic beverage kit is provided in each room (one per suite) including: plastic water tumblers (2) per occupant; an ice bucket with disposable liner; a 4-cup coffee maker with integrated warming plate; hot/cold cups (4); stir sticks; a minimum of two packets of coffee (regular and decaf) per occupant, appropriate to the coffee maker; individual tea bags regular (2) per occupant and decaf (2) per occupant; cocoa mix (2) per occupant; and a selection of individually packaged condiments including sugar (4) per occupant, creamer (4) per occupant and artificial sweetener (4) per occupant. Beverage kits are restocked daily to these levels and extra coffee and condiments are available at the front desk.		
55.	Notepaper and a pen (one set per bed) are provided in each room. (Ref. c)		
56.	A "Do Not Disturb" sign is provided in each room.		
57.	A housekeeper name card is placed in each room (one per suite) providing the name of the housekeeper responsible for the room.		
58.	An accurate, information package is provided in each room to include: welcome letter, emergency phone numbers, disaster procedures, BH house rules, support activities, telephone instructions and billing information, local TV channel listing, TV/VCP instructions, check-in/out times, base map, local restaurants and a guest comment card. (Ref. c)		
	Service Standards		
59.	The activity operates a reception desk for check-in/out and a guest assistance line 24 hours a day. (Ref. c)		

Enclosure (3)

Visiting Quarters Basic Standards			
	Service Standards (cont.)	Yes	No
60.	Daily housekeeping service is provided to include: making beds; cleaning bathrooms; cleaning appliances; emptying trash; dusting; vacuuming; providing clean bath linen sets and disposable drinking cups; restoring beverage kit supplies and paper products. Changes of linen are provided at departure or at least weekly for guests staying longer than a week. (Ref. c)		
61.	The staff's appearance is clean, neat, and professional including a name tag for each person.		
62.	Staff greetings are prompt and cheerful in person and on the phone. Recognition of customers by name is appropriate.		
63.	<p>All staff members consistently display a positive, professional attitude, making guests and residents feel welcome by offering assistance and additional information. Front desk personnel:</p> <ul style="list-style-type: none"> • Greet and welcome all guests in a cheerful, appropriate manner. • Acknowledge approaching guests even if serving another. • Answer phones promptly (normally within three rings) in a courteous, friendly manner. • Do not place callers on hold without asking. • Do not leave callers on hold longer than one minute. • Use guest's name and rank whenever possible. • Are knowledgeable about BH, base and local services. (Ref. c) 		
64.	<p>Check-in service:</p> <ul style="list-style-type: none"> • Check-in is completed in a prompt, efficient manner (normally within five minutes). • Uses guest's name and rank at least once. • Does not verbally announce guest's room number. 		

Enclosure (3)

Visiting Quarters Basic Standards			
	Service Standards (cont.)	Yes	No
65.	Check-out service: <ul style="list-style-type: none"> • Check-out is completed in a prompt, efficient manner (normally within five minutes). • Uses guest's name and rank at least once. • Asks if guest's stay was satisfactory. • Gives the guest an opportunity to review the charges. • Places credit card or cash in the guest's hand. 		
66.	Housekeeping service: <ul style="list-style-type: none"> • Greets all guests in a cheerful, appropriate manner. • Uses guest's name and rank if known. • Anticipates guest's needs and takes initiative to fulfill them. • Is knowledgeable in the operation of in-room equipment and appliances. • Is knowledgeable about BH services. • Takes action to report room maintenance problems. (Ref. c) 		
67.	The capability to send and receive official business Fax is available in the lobby area.		
68.	Information on the base and local area is provided in the front desk/reception area. Types of information include: attractions, churches, restaurants, base services, on-base computer resources, transportation, etc. (Ref. c)		
	Management Standards		
69.	The BH manager is responsive to the guests, their needs and their recommendations. Examples of this include responses to guest comments and suggestions, and action taken on suggestions and requests.		
70.	There is a system in place to accept, report and monitor trouble calls at the front desk. (Ref. c)		

Enclosure (3)

Visiting Quarters Basic Standards			
	Management Standards (cont.)	Yes	No
71.	There is evidence of an effective training program based on observation of the BH staff. A well-trained staff is knowledgeable about the base, the BH and their specific duties. Trained personnel perform their duties with confidence and provide exceptional customer service. (Ref. d) Personnel training is documented and maintained by the BH organization.		
72.	The BH operation is actively participating in the Performance Plus Program as verified by receipt and display of the Bronze Pineapple Plaque and a review of the training records. Active participation includes setting goals, a training needs assessment, training conducted based on the assessment, progress measurement and personnel certifications.		
73.	There is an effective key control system in place. All master keys and master key cards are logged out/in and inventoried on a daily basis. Master keys do not leave the BH facility.		
74.	Key markings are coded and do not reveal building or room numbers.		
75.	The data contained in the property management system is accurate. Data to be reviewed includes: resident's name, rank, SSN, command and phone number.		
76.	The NABF is in a sound financial position (percent variances, budget to actual, and the acid test ratio are within the current year budget guidance). (Ref. j)		
77.	Non-appropriated funds have not been used to support permanent party spaces. (Ref. j)		
78.	There is an ongoing, documented effort to collect accounts receivable. (Ref. j)		

Enclosure (3)

Visiting Quarters Basic Standards			
	Management Standards (cont.)	Yes	No
79.	There are no accounts receivable aged over 180 days. (Ref. j)		
80.	A complete Lodging Program Review or a full external audit was conducted within the last year or a Lodging Program Follow-up Review was conducted within one year of the last NAVFAC validation visit and the correction of findings is documented. If the NAVFAC staff is unable to conduct this review, this requirement will be met by the most recent review. (Ref. j)		
81.	There is a separation of duties to ensure checks and balances (e.g. purchasing/receiving) that is . Letters of authority reflect the required separation of duties and appointment of personnel. (Ref. j)		
82.	BH management monitors and documents contractor/supplier's performance. (Ref. j)		
83.	There are position descriptions for each NAF and APF position authorized in Bachelor Housing that are maintained in the BH organization. (Ref. c)		
84.	There are performance criteria based on the position description for each authorized each position. (Ref. c)		
85.	Fire and safety programs are in place and periodic inspections (as determined by the host commander) are performed. There is evidence of a fire/life safety inspection, performed by the local Fire Marshal/Chief and/or Safety Officer as appropriate, within 12 months prior to the assessment. Documented corrective action has been taken on all discrepancies. (Ref. c)		

Enclosure (3)

Visiting Quarters Basic Standards			
	Management Standards (cont.)	Yes	No
86.	There is a Hazardous Material Control and Management (HMC&M) program with established uniform policy, guidance and requirements for managing HM in accordance with the Navy's HMC&M program. This includes Material Safety Data sheets (MSDS), readily accessible to employees, for all HM stored and used at the BH. (Ref. c)		
87.	Building Managers display a good working knowledge of their area of responsibility, condition of rooms and furnishings, and trouble call status. (Ref. d)		
88.	There is an installed, operational PBMSS system, which contains current data in the following areas, Customer Satisfaction Survey, QOL for room standards, furniture and amenities, Facility Condition Index, staff training, visiting quarters room occupancy, and cost per night stay.		
89.	The BH Manager maintains copies of the BH portion of the AIS and BASREP and is knowledgeable about current condition of facilities.		
90.	The BH Manager maintains a copy of furnishings inventories and is knowledgeable about current condition of furnishings.		
91.	There is a long-range strategic plan (5-7 years) that includes: furnishings, equipment and linen replacement, building maintenance, special projects and MILCON projects. (Ref. f)		
92.	The BH Manager participates in the long-range facilities planning process.		
93.	The following reports are current, accurate, and available: Utilization Plan, Utilization Report, DBHR (R-19), R-21. (Refs. d & e)		

Enclosure (3)

Visiting Quarters Basic Standards			
	Management Standards (cont.)	Yes	No
94.	BH customer satisfaction interviews convey positive results (conducted by validation team onsite).		
95.	The command is reporting 90% of its adequate inventory to the CRS. (Ref. d).		

Total of Basic Standards_95_

If all Basic Standards are met, continue to the Star Standards.

Enclosure (3)

Visiting Quarters Star Standards				
Common Area Standards			Yes	No
96.	The BH complex offers alternative community rooms such as quiet rooms, telephone rooms, community kitchens or computer rooms, etc. (Ref. b)			
97.	Vending areas offer hot or microwaveable food and a microwave oven.			
98.	Vending areas offer an adequate number of conveniently located tables and chairs (based on usage of the area and if practical). (Ref. b)			
Room Standards				
99.	Room entry doors have a card key system (mechanical or electronic) installed. (Ref. b)			
100.	100% of guest rooms inventory have all interior walls covered (no exposed CMU). (Ref. b)			
101.	All rooms are furnished under the whole room concept and seven year replacement cycle. This means that all furniture matches and that all carpeting, wall coverings and window coverings are complimentary. Guest rooms are arranged to permit freedom of movement from one area to another unimpeded by furnishings.			
102.	A Teflon-coated steam iron is provided in each room (one per suite).			
103.	A Minimum 19-inch color TV with remote control, VCP/VCR and cable service is provided in each room (two TV's with cable and one VCP/VCR per suite).			
104.	An extra hotel grade blanket and pillow with pillowcase are provided in each room or suite. (One of each is provided per person for multiple occupancy rooms.)			

Enclosure (3)

Visiting Quarters Star Standards			
	Room Standards (cont.)	Yes	No
105.	A folding luggage rack is provided in rooms. (One rack is provided per person for multiple occupancy rooms.)		
106.	Sufficient surfaces and/or shelving are available in lavatory areas for convenient placement of personal toiletries.		
107.	An additional bath linen set (except bath mat) is provided in the room for each person.		
108.	Data ports are provided for computer modem connection in each room (one per suite) (overseas exempt). Data ports may be incorporated into the telephone or may be a line splitter plugged into the wall outlet. Providing an additional line is neither required nor desired.		
109.	Professionally printed, activity personalized, notepaper and pen (one set per bed) are provided in each room.		
	Service Standards		
110.	A premium television channel is available in-room or an assortment of movies on videotape, including recent releases, is available for free checkout. A premium channel is defined as an extra cost movie channel such as HBO, ShowTime, etc.		
111.	Activities with outlying buildings provide transportation to move guests from reception to their rooms.		
112.	Daily newspapers are provided at no additional charge (minimum five days per week).		
113.	The BH operation has been awarded the Silver Pineapple Plaque for participation in the Performance Plus program.		

Enclosure (3)

Visiting Quarters Star Standards			
	Management Standards	Yes	No
114.	The BH Manager is responsive to employees, their needs and their recommendations. This includes a written procedure for collecting employee feedback. Discussions with employees confirm the usefulness and responsiveness of the system.		
115.	There is an active recognition program for the staff. An active program includes established criteria and rewards. Evaluation and selection take place on a regular (monthly/quarterly) basis.		
116.	The BH participates in the basewide recycling program, if a basewide program exists. Recycling collection points are centrally located within, or adjacent to, the BH complex.		
117.	There is a system in place for control and accountability of all metal and mechanical card room keys.		
118.	Service contract administration is effective: specifications are accurate and current; cognizant staff know contract provisions; contractor performance is monitored and documented.		
119.	One Star bonus point may be added if the BH operation has been awarded the Gold Pineapple Plaque for participation in the Performance Plus program or, at the validation team's discretion, for truly innovative, cost-effective items or services which directly effect the quality of life for residents and guests and/or significantly reduce the cost of operations while maintaining service and quality of life.		

Total of Star Standards: _____

Total of Basic Standards: 95

Grand total: _____

Enclosure (3)